

Position Description

Research Data Support Officer

Position Number: 00063023
Position Title: Research Data Support Officer
Date Written: June 2018

Faculty / Division: Division of Research
School / Unit: Research Technology Services
Position Level: Level 8

ORGANISATIONAL ENVIRONMENT

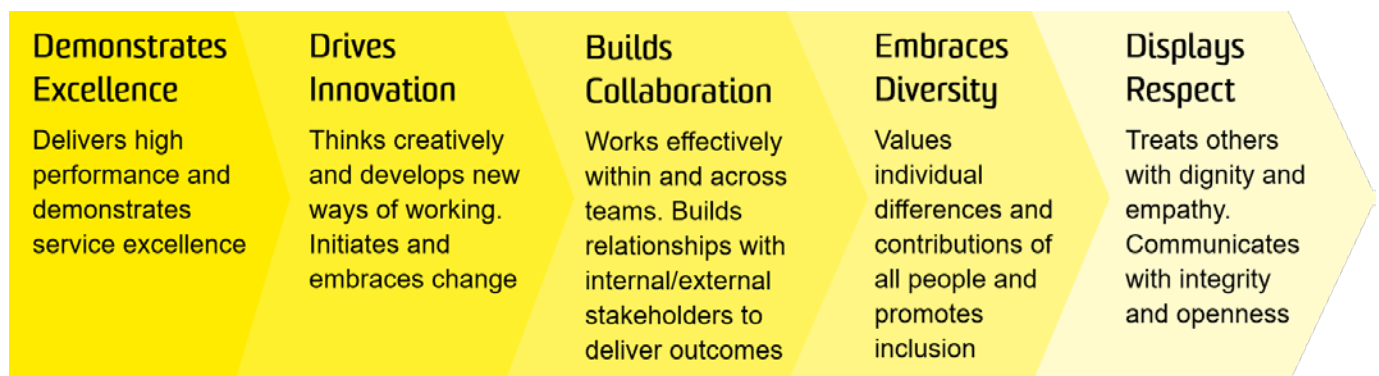
UNSW is currently implementing a ten year strategy to 2025 and our ambition for the next decade is nothing less than to establish UNSW as Australia's global university. We aspire to this in the belief that a great university, which is a global leader in discovery, innovation, impact, education and thought leadership, can make an enormous difference to the lives of people in Australia and around the world.

Following extensive consultation in 2015, we identified three strategic priority areas. Firstly, a drive for academic excellence in research and education. Universities are often classified as 'research intensive' or 'teaching intensive'. UNSW is proud to be an exemplar of both. We are amongst a limited group of universities worldwide capable of delivering research excellence alongside the highest quality education on a large scale. Secondly, a passion for social engagement, which improves lives through advancing equality, diversity, open debate and economic progress. Thirdly, a commitment to achieving global impact through sharing our capability in research and education in the highest quality partnerships with institutions in both developed and emerging societies. We regard the interplay of academic excellence, social engagement and global impact as the hallmarks of a great forward-looking 21st century university.

To achieve this ambition we are attracting the very best academic and professional staff to play leadership roles in our organisation.

UNSW BEHAVIOURS

UNSW recognises the role of employees in driving a high performance culture. The behavioural expectations for UNSW are below.



OVERVIEW OF RELEVANT AREA AND POSITION SUMMARY

Research is critical to UNSW achieving its goal of improving its standing as a leading research-intensive university in the Asia Pacific region and its vision to be recognised globally for its research performance.

Research Technology Services are a key enabler for researchers. These services include Research Consulting, HPC and Cloud Computing and Research Data Services. Responsibility for these services in the University's 2025 Strategy sits with the PVC Research Infrastructure as portfolio lead.

The Research Data service portfolio supports UNSW researchers by reviewing, classifying and promoting Research Cloud and Data platforms which can be used for appropriate storage and analysis of research data. Portfolio activities include: consulting services; supported data storage platform and tool best-practices; marketing, training and community building initiatives to communicate good practice and supported platforms; auditing and reviewing of research data management plans for highly sensitive or complex datasets, providing policy advice to researchers and input into campus data storage and data management projects.

The Research Data Support Officer is responsible for providing subject-matter expertise and best-practice advice on research data management practices and promoting supported data storage platforms and tools. This is done through consulting with researchers, running training and engagement activities, auditing data management plans and assisting with large data moves.

The role of Research Data Support Officer reports to the Research Data Team Lead in the Research Technology team and has no direct reports.

RESPONSIBILITIES

Specific responsibilities for this role include:

- Develop and maintain subject matter expertise, including maintaining a detailed knowledge of best-practices and relevant current technologies, which support UNSW research in the portfolio area (Data Services).
- Directly support UNSW researchers and their research activities by responding to data queries with best-practice advice within agreed timeframes.
- Review and audit Data Management plans to ensure high levels of quality and to identify data risks. All highly sensitive and complex data plans will be reviewed and tracked. An agreed sub-set of plans with lower classifications will be audited. Identified issues will be escalated appropriately.
- Implement service promotion activities, including developing and maintaining a community-of-practice and marketing activities. This includes running training and engagement activities (both formal and informal) and ensuring service alignment with other UNSW and external service providers.
- Build effective relationships with researchers through maintaining engagement and understanding, analysing and documenting their data requirements, projects and plans and identify interdependencies.
- Manage the development and implementation of service improvement activities for the assigned portfolio area.
- Represent Research Technology services within UNSW or at external meetings and conferences.
- Cooperate with all health and safety policies and procedures of the university and take all reasonable care to ensure that your actions or omissions do not impact on the health and safety of yourself or others.

SELECTION CRITERIA

- A tertiary qualification with substantial relevant experience or an equivalent level of knowledge gained through any other combination of education, training and/or experience.
- Significant experience providing support for Research Data activities or working as a researcher with large or complex datasets, in environments such as a University, eResearch, or Scientific Organisation at a project or whole-of-organisation level.
- Proven subject matter expertise in assigned portfolio area, including a clear understanding of Data Management principles and the Australian Code for the responsible conduct of research and other legislative and policy frameworks which apply to Research data in Australia.
- Demonstrated strong verbal and written communication skills in informal and formal contexts. This includes an ability to effectively deliver technical and policy advice to academic researchers or equivalent groups.
- Demonstrated understanding of the current Australian National eResearch Infrastructure landscape and current national activities for assigned portfolio area, including an understanding of the national capabilities available to researchers for storing, analysing and publishing their research data.
- Ability to implement service promotion activities with minimal or no supervision.
- Excellent interpersonal skills, with the ability to foster lasting relationships across a diverse range of stakeholders while demonstrating UNSW behaviours.
- Ability to work in a team and to prioritise in a challenging environment including flexibility in dealing with multiple assignments and working independently on several projects simultaneously.
- Knowledge of health and safety responsibilities and commitment to attending relevant health and safety training.

It is not the intention of the position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned above may be altered in accordance with the changing requirements of the role.